IMPORTANT THINGS FOR STUDENTS (AND PARENTS) TO KNOW ABOUT A MEDICAL APPOINTMENT AT STUDENT HEALTH SERVICES (SHS)

Appointment vs. Triage:

SHS visits are ‘by appointment’ only; please call 622-1761 as soon as you can to schedule your appointment, and provide sufficient information to the front office staff so that an appropriate amount of time is allotted for your visit.

Acute/ill or injured patients may be ‘triaged’ for urgent evaluation and/or referral.

Your SHS appointment: Please bring your current valid EKU Id Card with you for every visit to the SHS.

New patients: Plan to arrive 20-30 minutes before your scheduled appointment time to allow ample time to complete necessary paperwork.

Established patients: Plan to arrive 10-15 minutes prior to your scheduled appointment time.

If you are more than 10 minutes late for your appointment, there will not be enough time for a proper evaluation of your problem and you will be rescheduled.

Follow-up Appointment: Please inform the appointment desk that the appointment ‘type’ you want is a follow-up appointment, and correctly identify the doctor or Nurse Practitioner who saw you today so that your follow-up appointment is made with the correct provider. If you do not show up for your follow-up appointment, and do not cancel your appointment, SHS will call you to find out why you missed the appointment.

If you are unable to keep your appointment, please be courteous and call Student Health Services as soon as you can, preferably giving us 24-hour notice, so that the time ‘reserved’ for you can then be given to another ill student.

If there is delay/closure of university offices due to inclement weather, and your appointment is affected, please call Student Health Services to reschedule.

If the provider that you were scheduled to see is absent for any reason, you will be contacted by Student Health Services to reschedule your appointment. SHS staff will do its best to accommodate patients with an acute/urgent medical issue.

Medical Excuses:

If you miss class due to an appointment at SHS, documentation indicating only the date/time of appointment will be provided upon request.

*Medical excuses for missed classes/exams due to illness are at your health care provider’s discretion.* Medical excuses for classes missed prior to the date of your SHS visit are unlikely to be given. Written SHS policy is available at Student Health Services, and a copy is available upon request. Please note that whether or not makeup work/exam will be allowed is completely at the discretion of your instructor, even if your absence is medically excused.
Labs/Xrays/Referrals to Specialists:

**Bring your health insurance card** (if you have one) to every appointment, in case x-rays or lab tests are ordered at an outside facility, and/or if referrals are made to specialists.

**Laboratory Testing/Xrays**: Please note that X-rays or lab test orders may have an expiration date, so please make certain to have these completed before that date.

**Obtaining Test Results**: You must call back for test results or schedule a follow-up appointment to obtain test results. Most test results are available within 3 days of completing the test; STD testing can take up to 3 weeks before test results are available. It is your responsibility to contact us to follow-up on the results of your tests! If a test result requires further action, and we cannot get a hold of you by phone or email, we may have to contact your emergency contact person to get a hold of you.

**Referrals**: If your provider deems it necessary to refer you to a specialist or a diagnostic center, e.g. Open MRI or Pattie A Clay, if at all possible, an appointment with that specialist or diagnostic center will be made at the time of your SHS visit. If you are unable to keep the referral appointment, you must call, preferably at least 24 hours before your appointment date/time, to cancel or re-schedule it. Keeping these referral appointments is very important; if you do not show up and do not call to cancel, it reflects poorly on EKU, and it makes it difficult for Student Health Services to refer you or other students to that specialist in the future.

**Important to note**: If you are 18 years of age or older, information regarding your SHS visit and any test results cannot be shared with your parent(s), without your consent.

If you are seen in any Emergency Room (ER) or at any Urgent Care Center (UTC), and plan to follow-up at SHS, please inform the ER or UTC staff so that they can fax the medical records to us right away so that we do not have to spend time waiting for those records to arrive when you come in for the follow-up visit; also, when making your appointment to see one of us, please inform the front office staff that you are coming in for follow-up from an ER or UTC visit.

Please help Student Health Services be green, and recycle this handout at the front desk if you do not wish to keep for yourself. Thanks!